

FIG. 1A: STRUCTURE OF AN INDOC TOOL

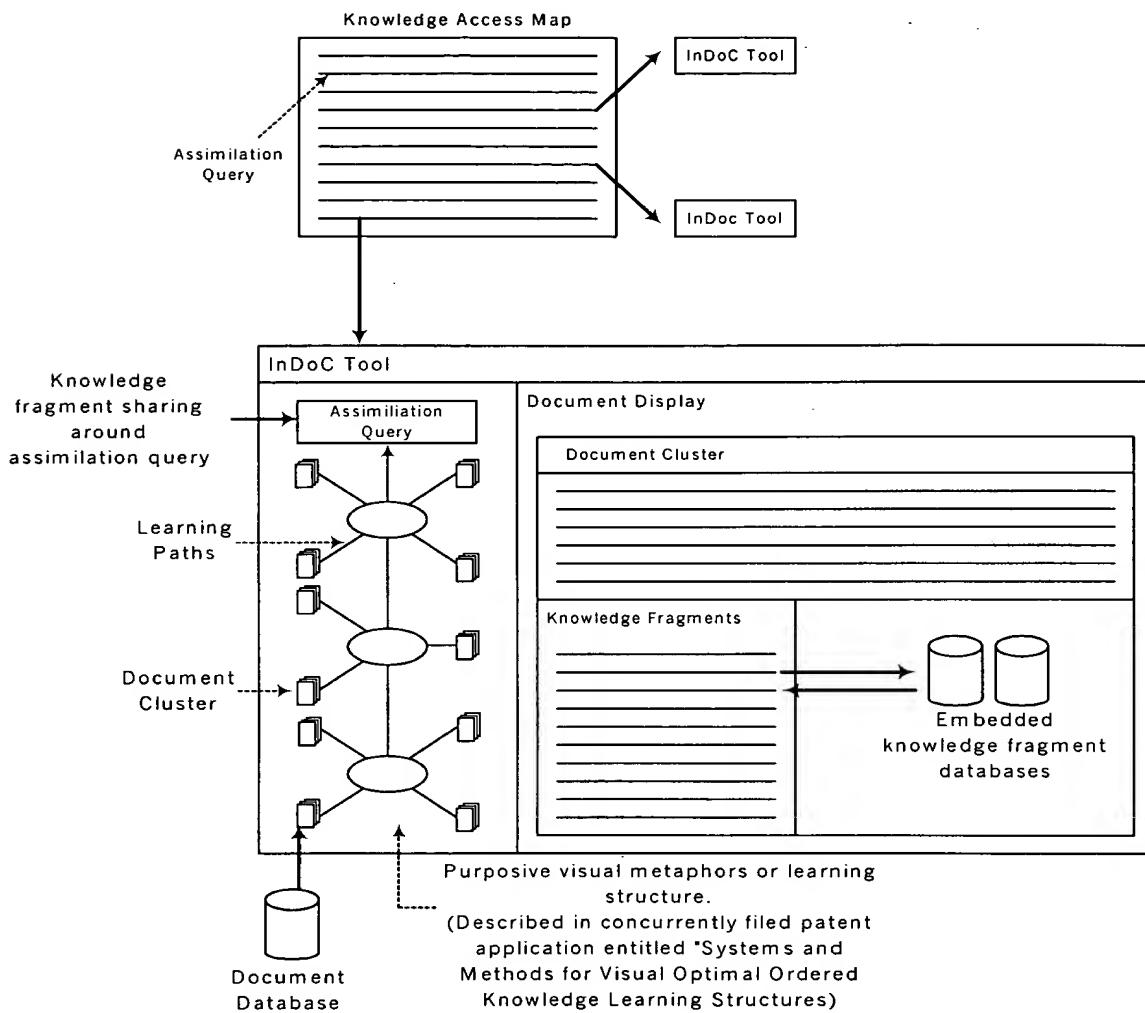


FIG. 1B: EXAMPLE OF AN INDOC TOOL

Knowledge Encounter Map

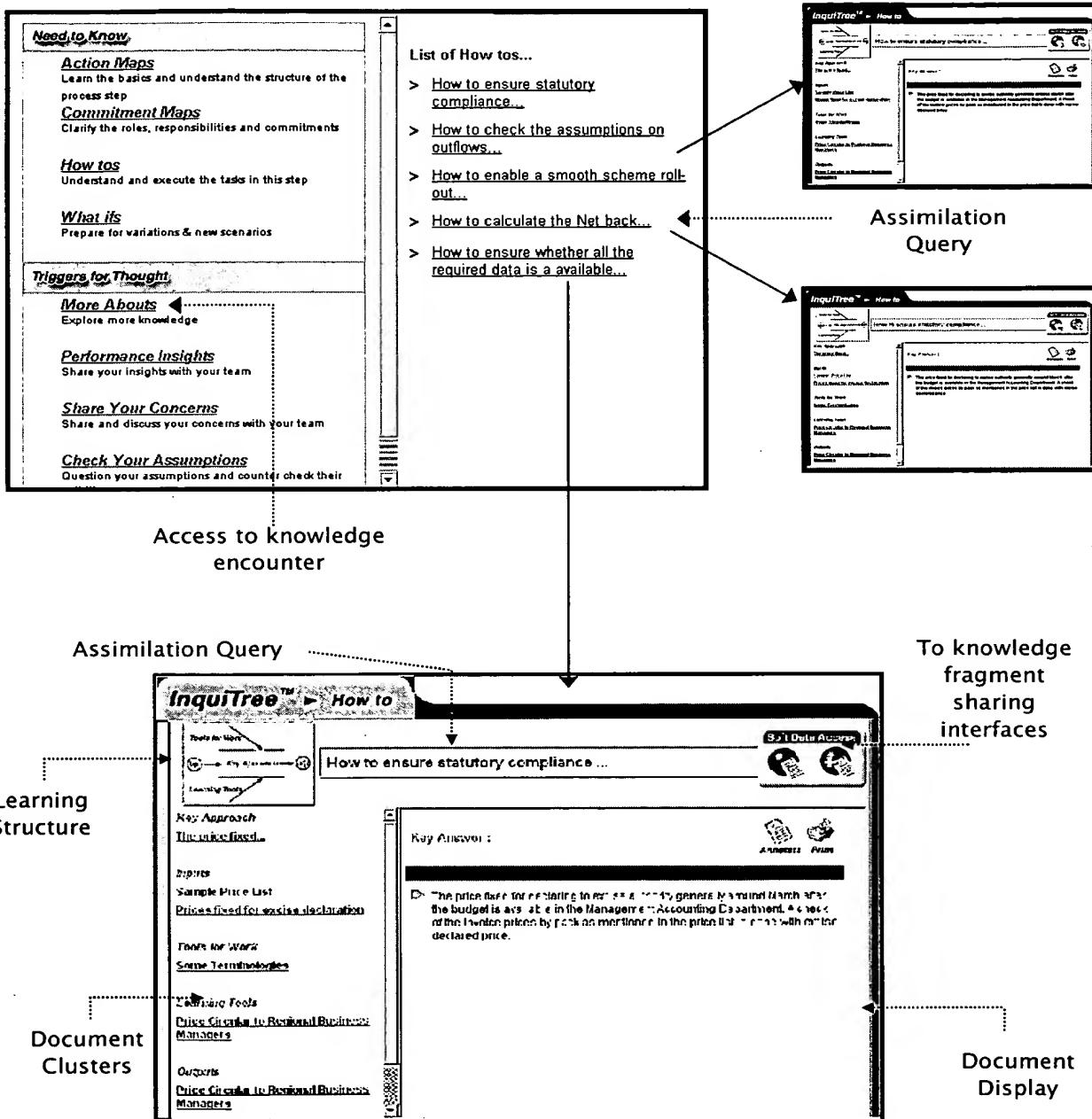
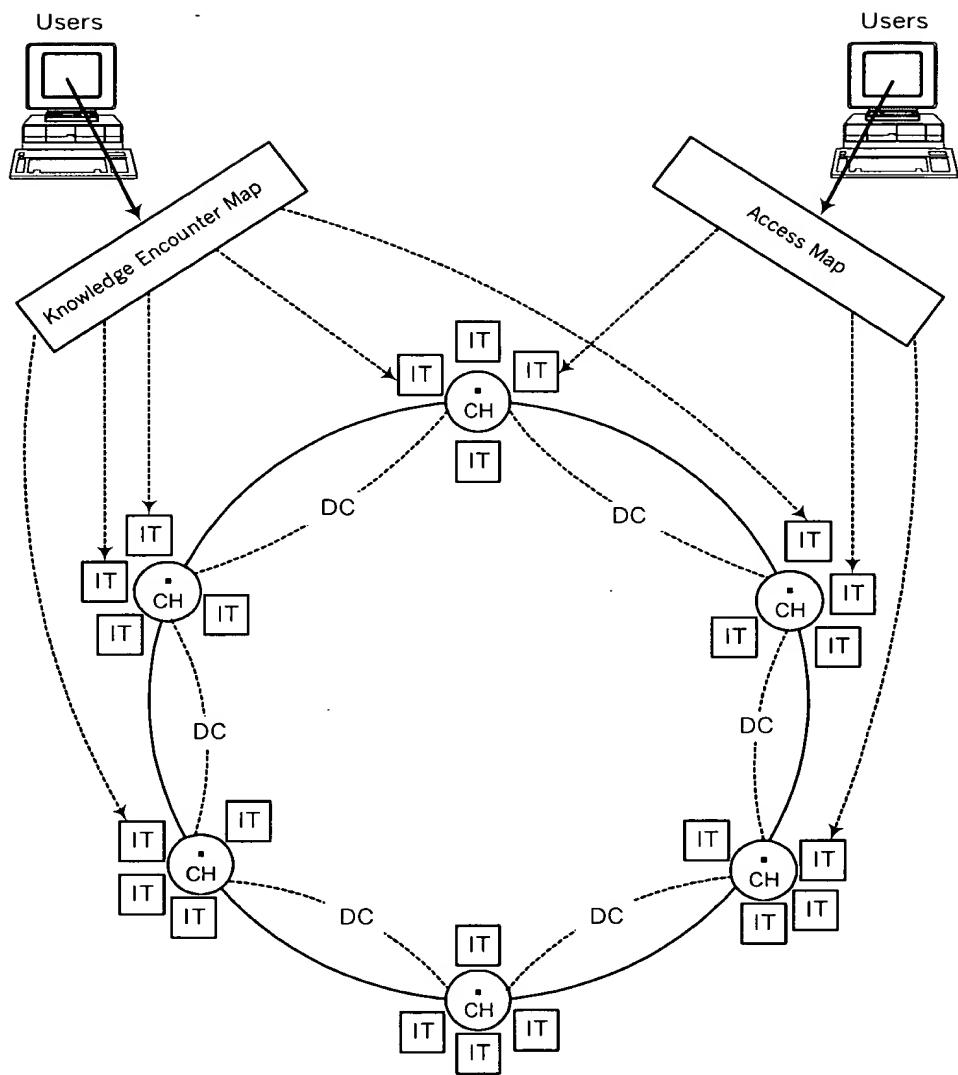


FIG. 2: COMPONENTS OF INDOC NET



1. Users are able to select appropriate InDoC Tools (IT), through the knowledge encounter maps or access maps. They can add and access knowledge fragments.
2. The fragments are stored in the Content Hubs (CH) and transmitted across the system.
3. This transmission is, using a communication protocol based on "dimensions of concern" (DC)

FIG. 3: INDOC OPERATIONS

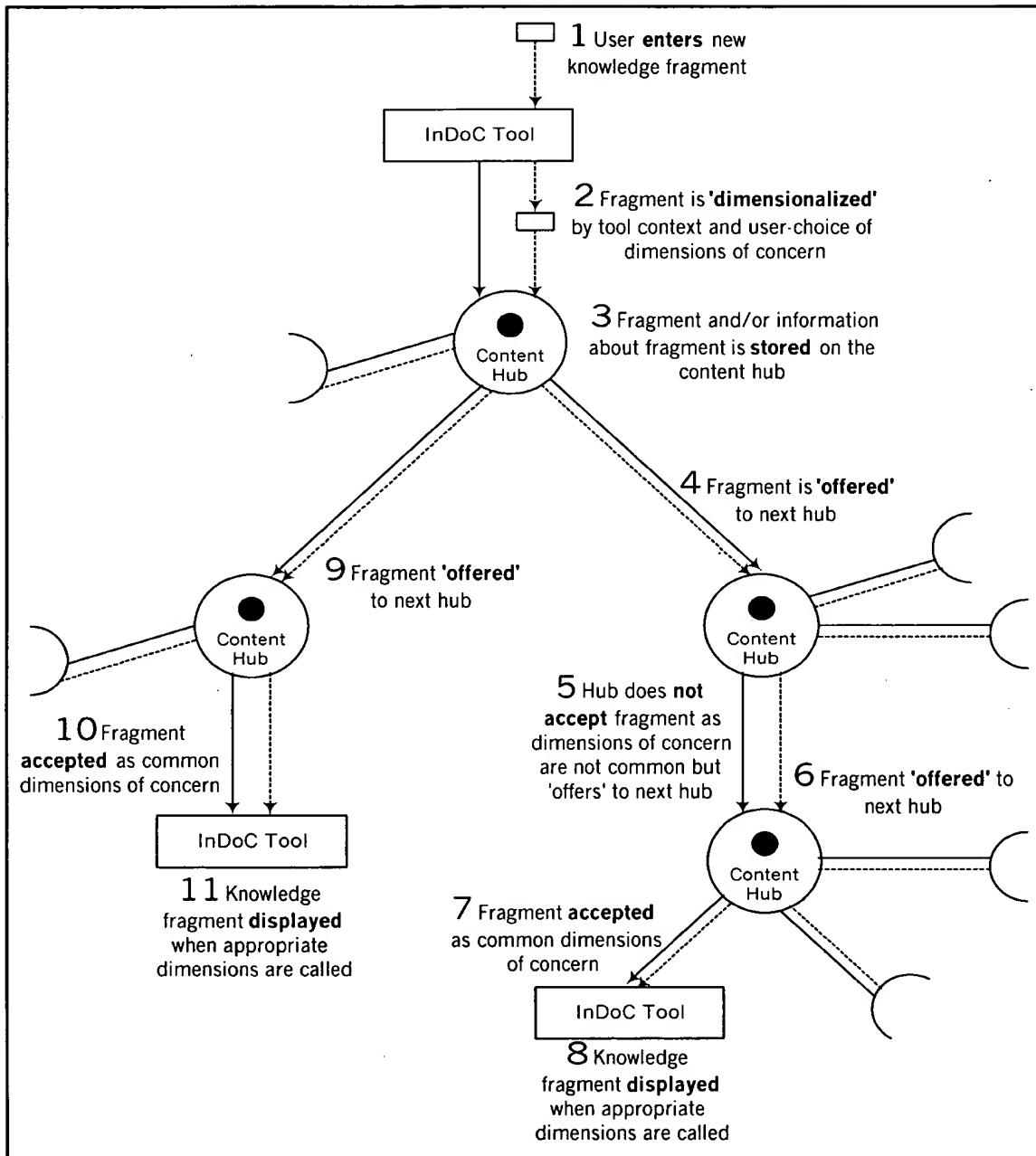


FIG. 4: EXPERIENCE SHARING INTERFACES

Latest Concerns | Concerns Archives

Latest Concerns

- >How do we reduce costs in this step? - Host : Rohit Sinha; Date : 05/04/01
- >How can we increase the speed in adoption of the scheme? - Host : Gautam Desai; Date : 22/02/01

Concerns Archives

- >How do we reduce costs in this step? - Host : Rohit Sinha; Date : 05/04/01
- >How can we increase the speed in adoption of the scheme? - Host : Gautam Desai; Date : 22/02/01
- >How can we improve feedback cycles? - Host : Amit Kulkarni; Date : 14/01/01

Share your Concerns

How do we reduce costs in this step ?

Host: Rohit Sinha; Date: 05/04/01. If we can plan well ahead and estimate costs in the range of

Responses

- > Communication
- > Keeping sc
- > Going into t

Share your Concerns

How do we reduce costs in this step ?

Host: Rohit Sinha; Date: 05/04/01. If we can plan well ahead and estimate costs in the range of

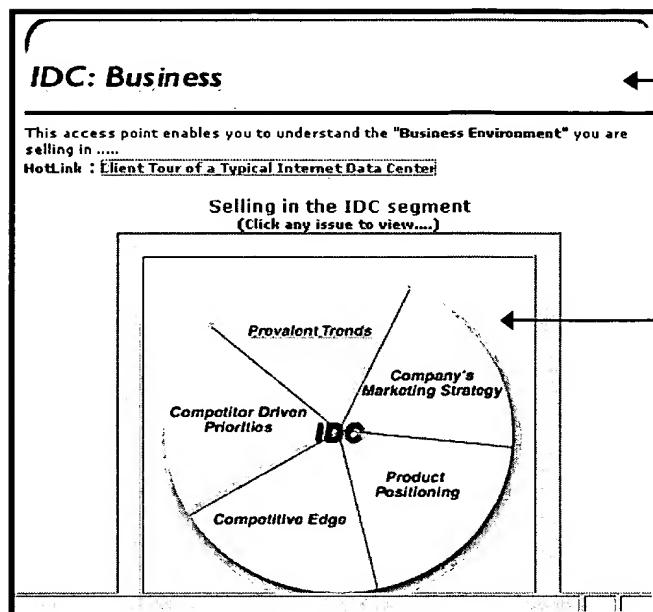
Response By : Name Surname
Date : 19/01/02

Enter Response :

Submit Cancel

FIG. 5: EXAMPLE OF INDOC OPERATIONS

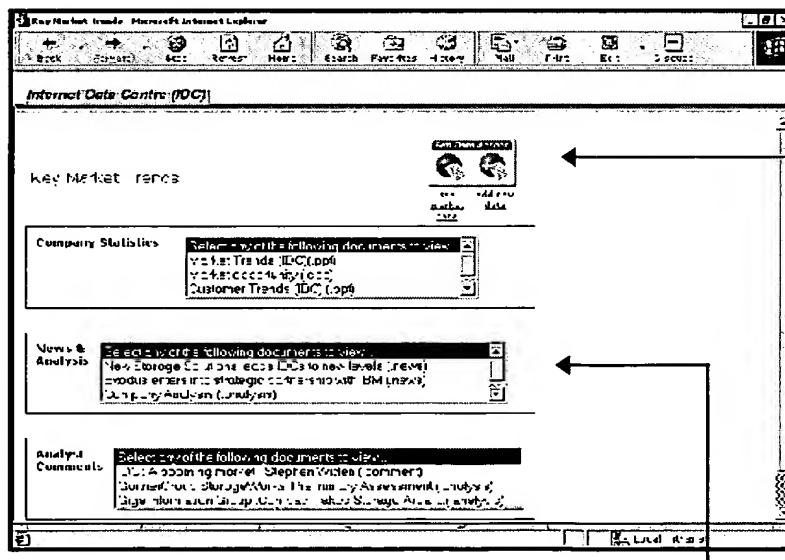
5.1:



Role: Sales Person
Outcome:
Understanding the client business

Access Map where dimension of concern 'client concern' is embedded

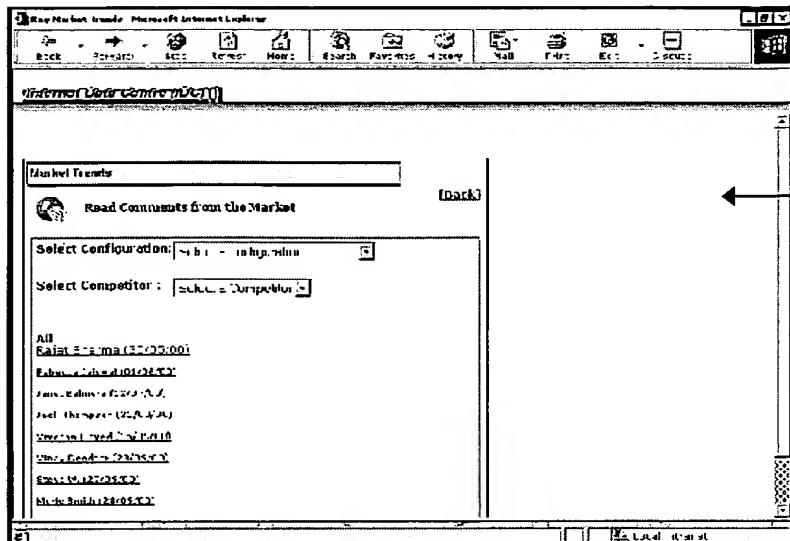
5.2:



Access to knowledge fragment sharing interfaces

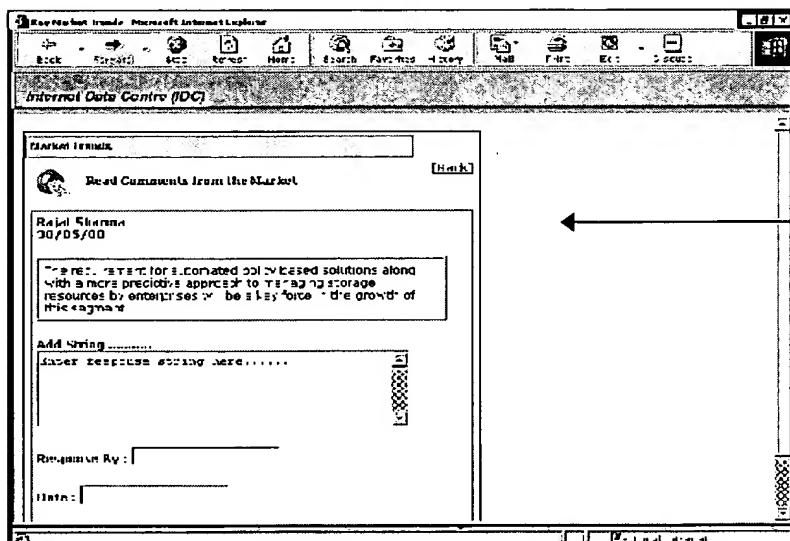
Document clusters delivered around access map outcome 'understanding the client business' for a sales person

5.3:



- Orthogonal dimensions of concern
 - Client concern (embedded)
 - Configuration (optional)
 - Competitor (optional)

5.4:



**View knowledge
fragments and
append strings
to existing
fragments**

5.5:

Point of use 'understanding client market trends'

Add new knowledge fragments and choose dimensions of concern at one point of use

- Client concern (embedded)
- Configuration (optional)
- Competitor (optional)

5.6:

Access map where 'configuration is embedded'

Role: Sales Person
Outcome: Knowing the product being 'sold'

Storage Requirements: IDC: Level 2

This access point aims at arming you with complete solution information, relevant to the solutions for the client, "at his point of evolution" ...

Products and Solutions specific to IDCs in Level 2 (Click to view)...

Product Interest	Solution Interest
► Disk Drives	► Bi-directional data rep mgr
► Storage Enclosures	► Departmental DataSafe
► RAID controllers	► Enterprise Backup Solution
► RAID Storage Systems	► Network Attached Storage
► Storage Software	

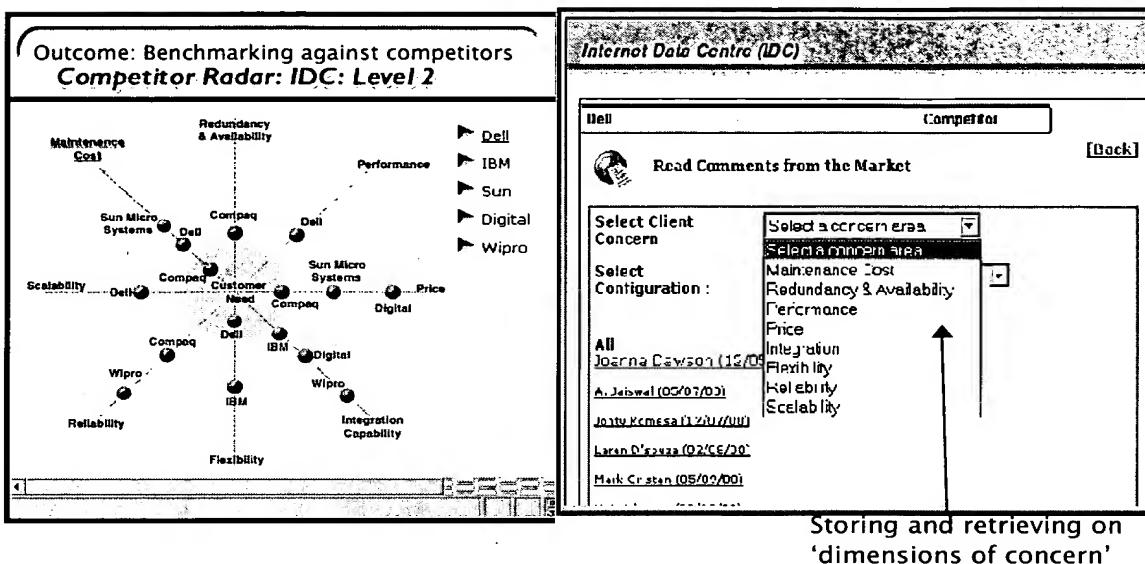
5.7:

Point of use
'knowing
about the
product'

Specifying 'points of concern' within an orthogonal dimension of concern

Retrieve knowledge fragments through different points of use around different outcomes, on common dimensions of concern

FIG. 6A: EXAMPLE OF KNOWLEDGE SHARING AT THE 'STRUCTURE LEVEL'



Storing and retrieving on 'dimensions of concern'

FIG. 6B: EXAMPLE OF KNOWLEDGE SHARING AT THE 'CONTENT LEVEL'

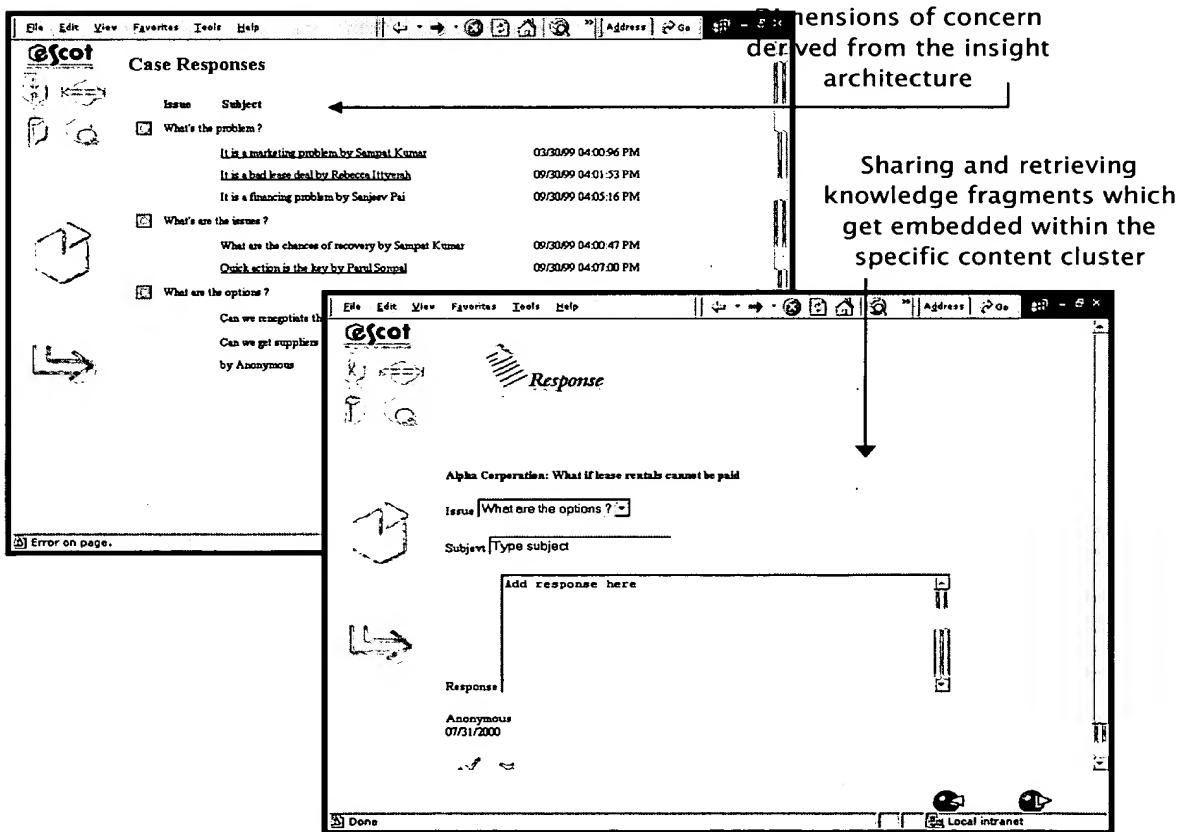
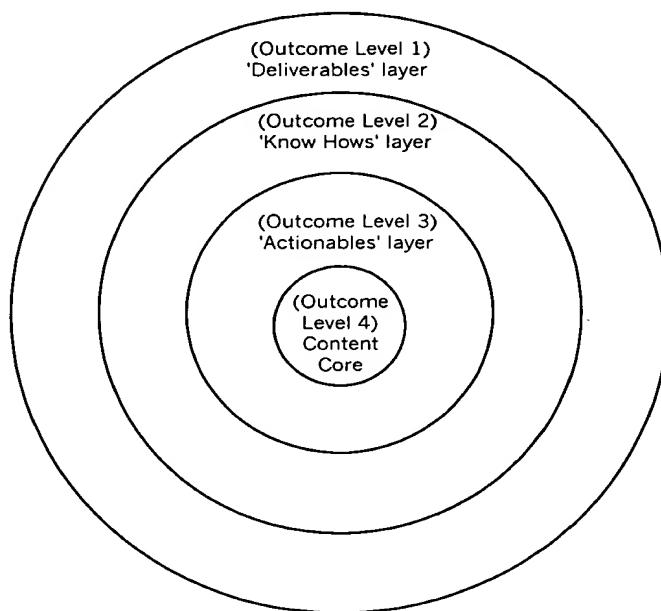
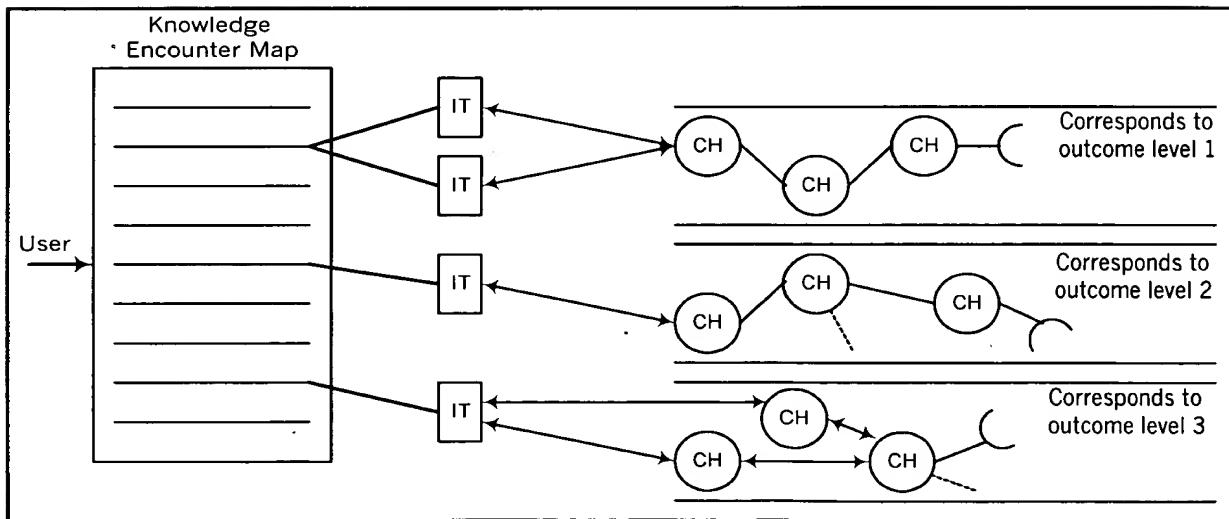


FIG. 7: DISTINCT SHARING LAYERS BASED ON OUTCOME LEVELS/PERSPECTIVES FOR ANY ORGANIZATION

7.1: Layers



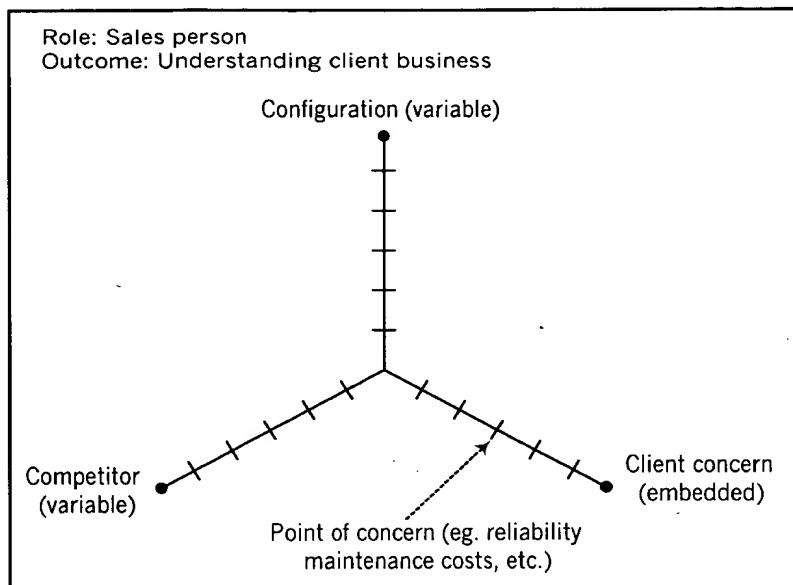
7.2: Content Sharing in each Layer



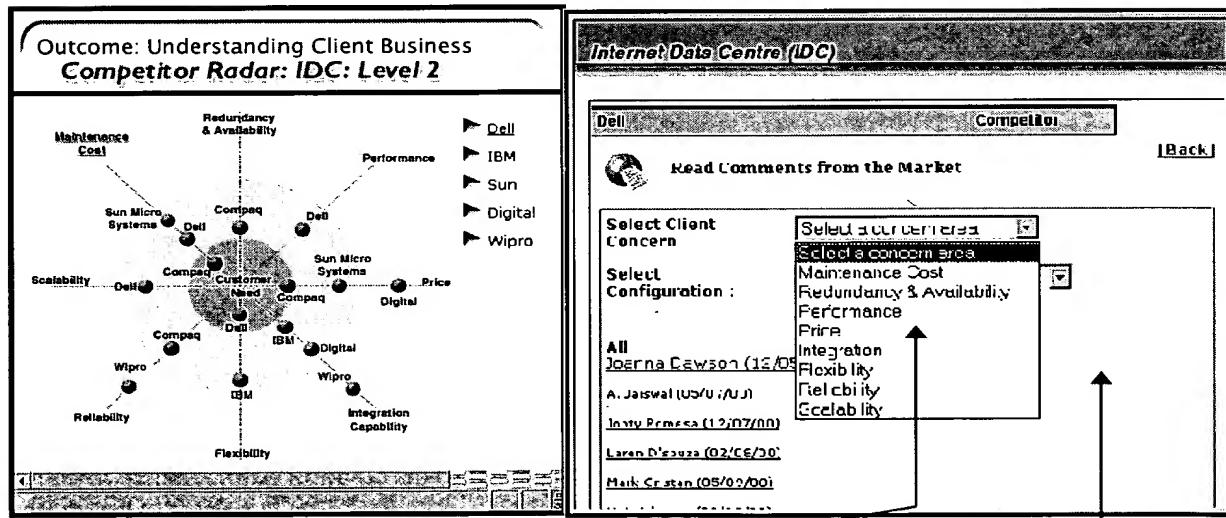
IT: InDoC Tool
CH: Content Hub

FIG. 8: BASIS FOR KNOWLEDGE FRAGMENT SHARING PROTOCOL

8.1: Dimensions of Concern



8.2: Example

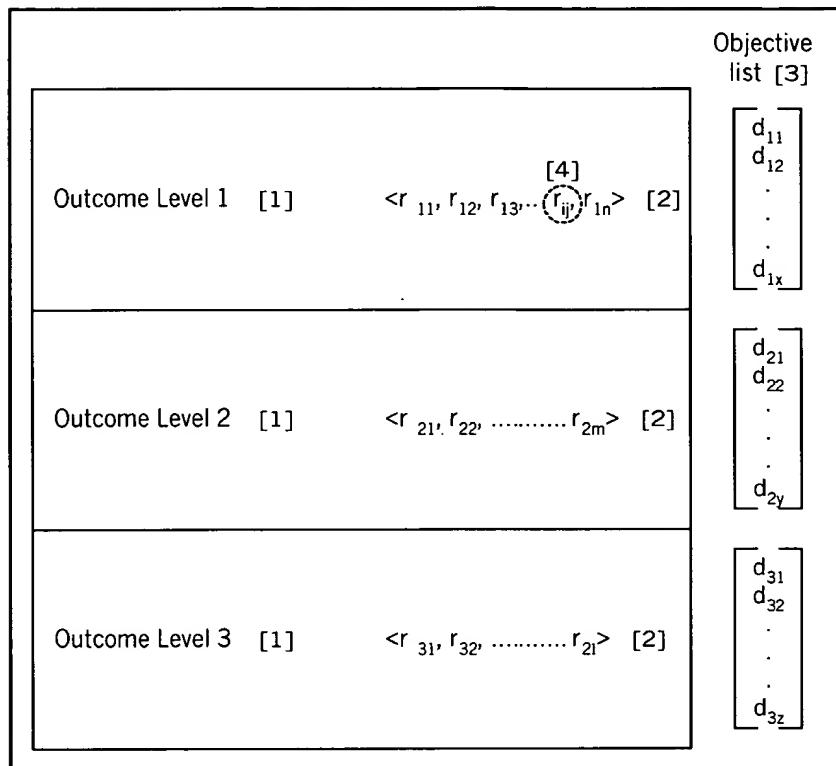


Points of concern
within orthogonal
dimension

Orthogonal dimensions of
concern

- Client concern (variable)
- Configuration (variable)
- Competitor (embedded)

FIG. 9: LAYERED APPROACH TO IDENTIFY KNOWLEDGE SHARING PROTOCOL



- [1] Knowledge sharing takes place within an outcome level, defined by a role perspective.
- [2] Each outcome set is made up of 'view sets', each having a set of outcomes
 $r_{ij} \equiv \langle o_1, o_2, \dots, o_p \rangle$
- [3] Each outcome level, has a universal 'objective list' comprising of dimensions of concern relevant to that level.
- [4]
 - A view set has one or more orthogonal dimensions of concern from the objective list within that level, relevant to it

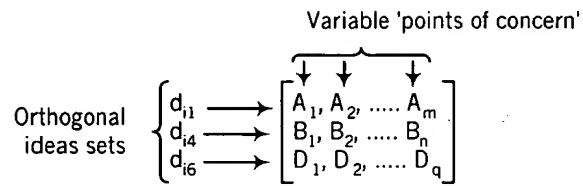
$$r_{ij} \longleftrightarrow \begin{bmatrix} d_{i1} \\ d_{i4} \\ d_{i6} \end{bmatrix}$$

- This orthogonal set of dimensions is applicable to all the outcomes within that view set.

$$r_{ij} \equiv \begin{bmatrix} o_1 \\ o_2 \\ \vdots \\ o_p \end{bmatrix} \longleftrightarrow \begin{bmatrix} d_{i1} \\ d_{i4} \\ d_{i6} \end{bmatrix}$$

FIG. 9.1

- Each dimension of concern is an idea set comprising of numerous 'points of concern' which may be variable.



- Sharing of knowledge fragments takes place on common dimensions of concern.

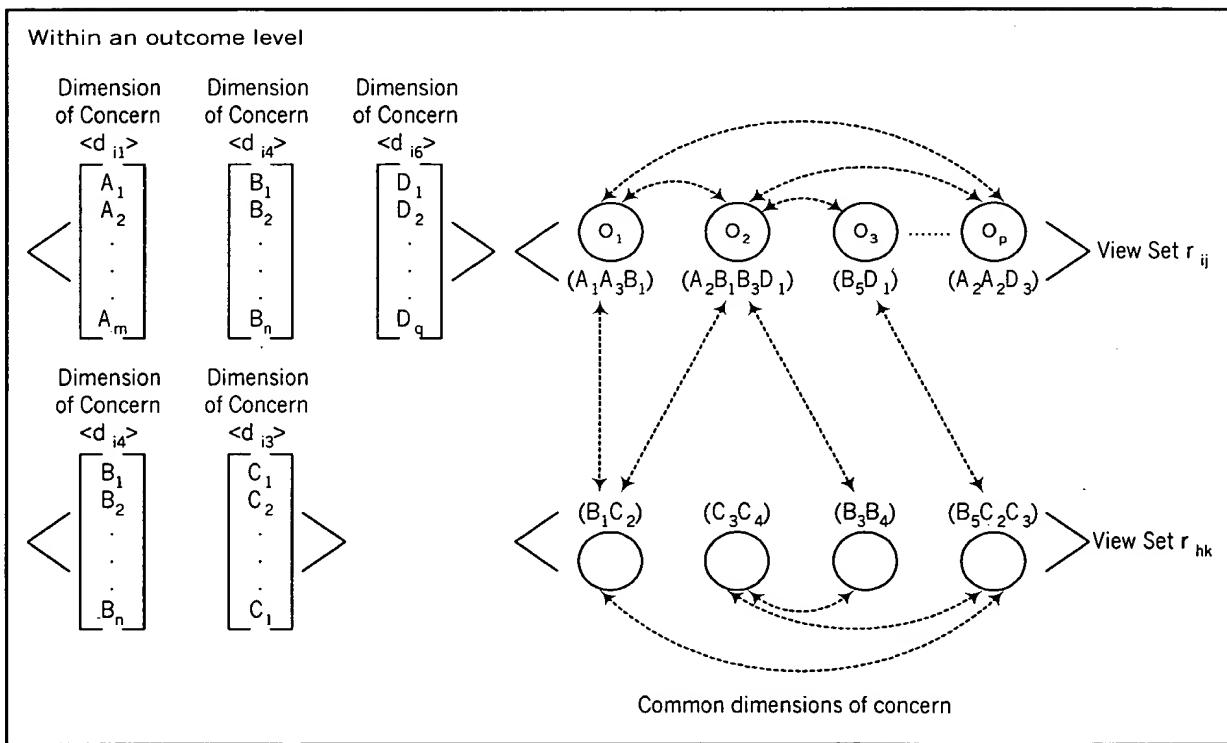


FIG. 10: FUNCTIONS OF THE CONTENT HUB

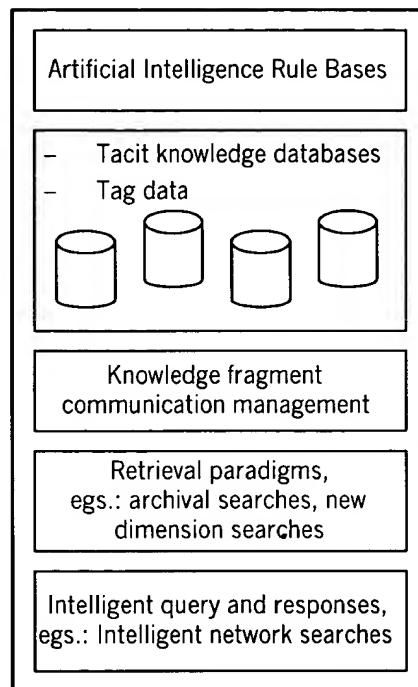


FIG. 11: SPECIALIZED INDOC NET EMBODIMENTS

11.a: Case Studies

11a.1:

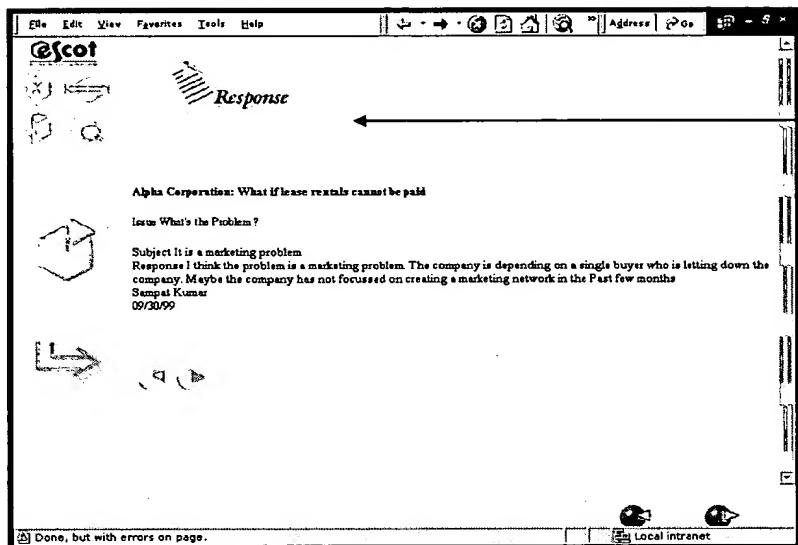
Year (end of)	Lease Rental (Rs. Crores)
0	—
1	35
2	35
—	—

 The software interface includes standard browser navigation buttons and a 'Local intranet' link at the bottom."/>

11a.2:

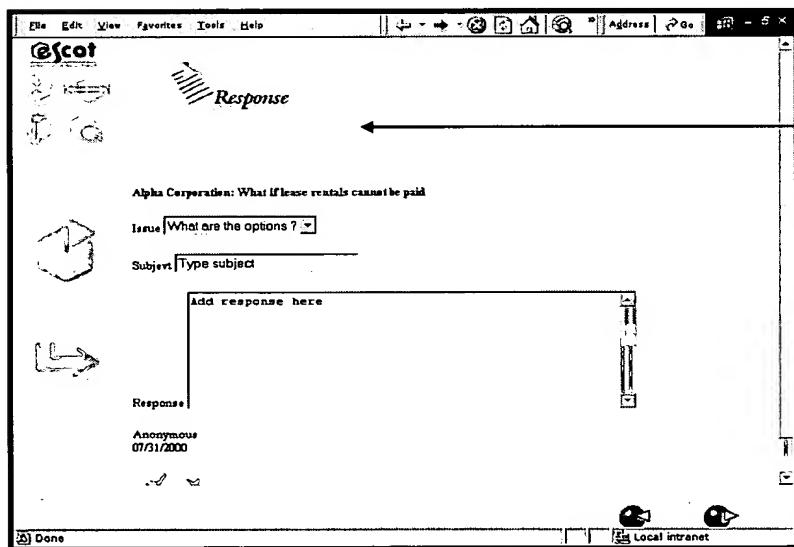
Dimensions of concern derived from the insight architecture

11a.3:



Retrieve tacit knowledge fragments embedded in the document cluster

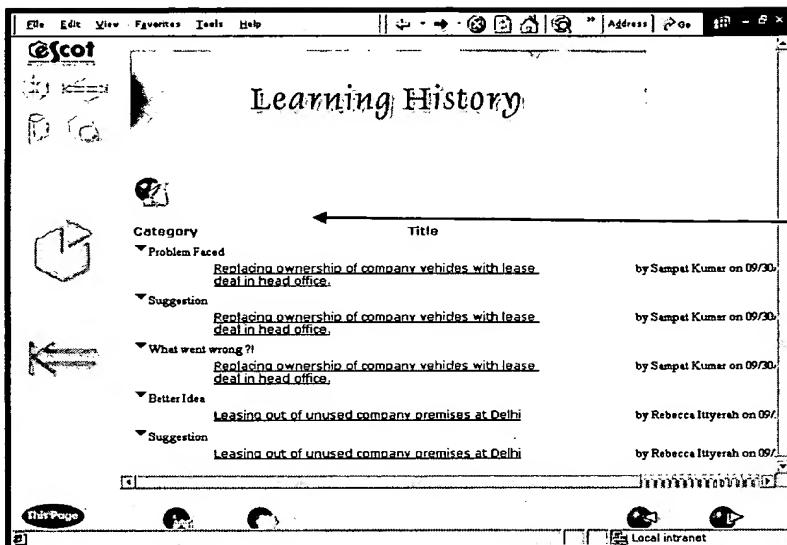
11a.4:



Add tacit knowledge which gets embedded into the document cluster in the content structure

11.b: Learning History

11b.1:



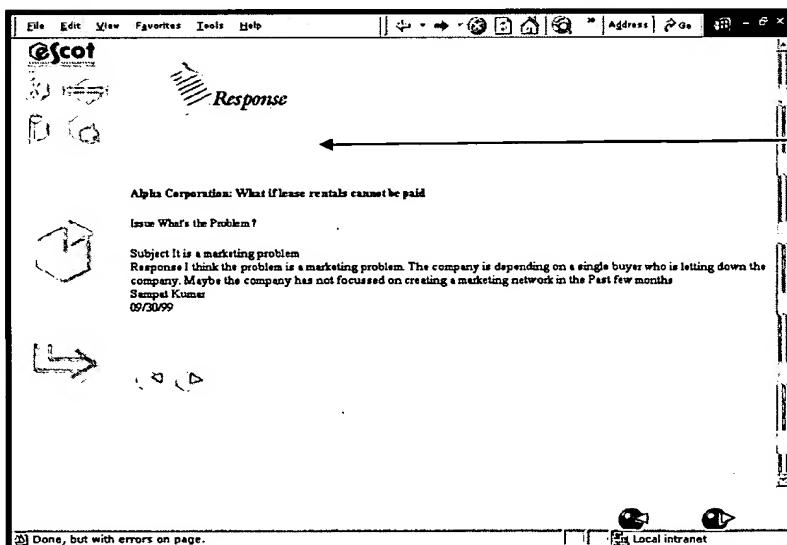
The screenshot shows a web-based application titled "Learning History" within the eScot interface. The main content area displays a list of posts organized by category:

- Category** (indicated by a gear icon):
 - Problem Faced**: [Replacing ownership of company vehicles with lease deal in head office.](#) (by Sampai Kumar on 09/30)
 - Suggestion**: [Replacing ownership of company vehicles with lease deal in head office.](#) (by Sampai Kumar on 09/30)
 - What went wrong ?**: [Replacing ownership of company vehicles with lease deal in head office.](#) (by Sampai Kumar on 09/30)
 - Better Idea**: [Leasing out of unused company premises at Delhi](#) (by Rebecca Iuyerah on 09/30)
 - Suggestion**: [Leasing out of unused company premises at Delhi](#) (by Rebecca Iuyerah on 09/30)

At the bottom of the list, there are navigation buttons for "This Page", "Previous", "Next", and "Last". The status bar at the bottom right indicates "Local intranet".

Dimensions of concern derived from the insight architecture

11b.2:



The screenshot shows a web-based application titled "Response" within the eScot interface. The main content area displays a document cluster:

Alpha Corporation: What if lease rentals cannot be paid

Issue What's the Problem ?

Subject It is a marketing problem

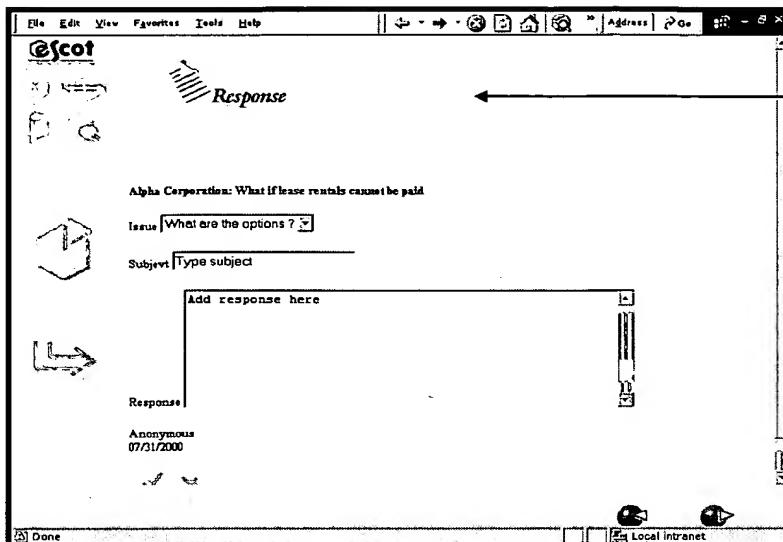
Response I think the problem is a marketing problem. The company is depending on a single buyer who is letting down the company. Maybe the company has not focussed on creating a marketing network in the Past few months

Sampai Kumar
09/30/99

At the bottom of the cluster, there are navigation buttons for "This Page", "Previous", "Next", and "Last". The status bar at the bottom right indicates "Local intranet".

Retrieve tacit knowledge fragments embedded in the document cluster

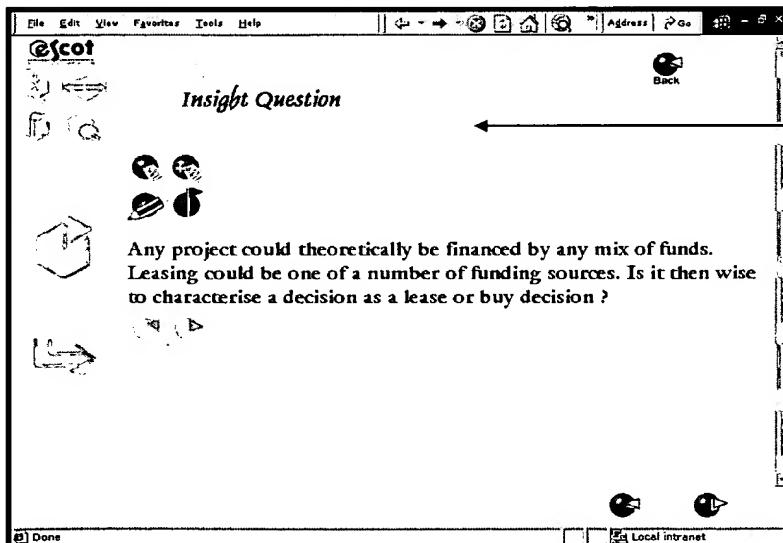
11b.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

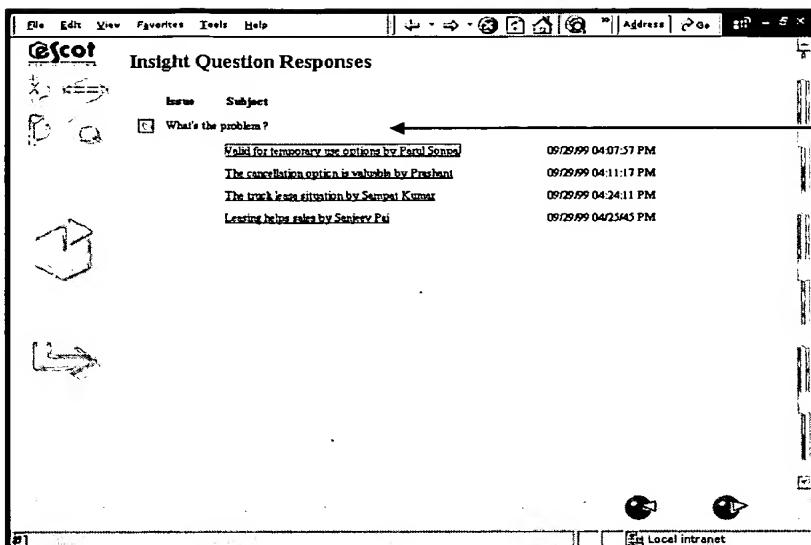
11.c: Insight Questions

11c.1:



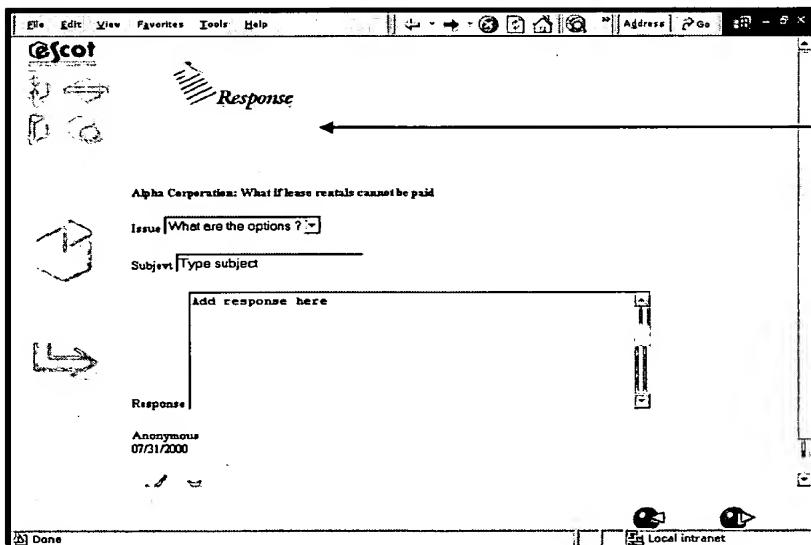
Dimensions of concern derived from the insight architecture

11c.2:



Retrieve tacit knowledge fragments embedded in the document cluster

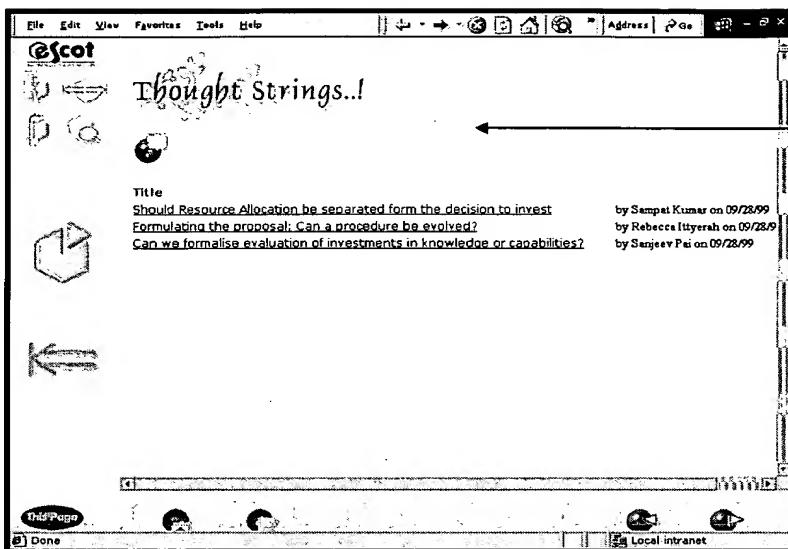
11c.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

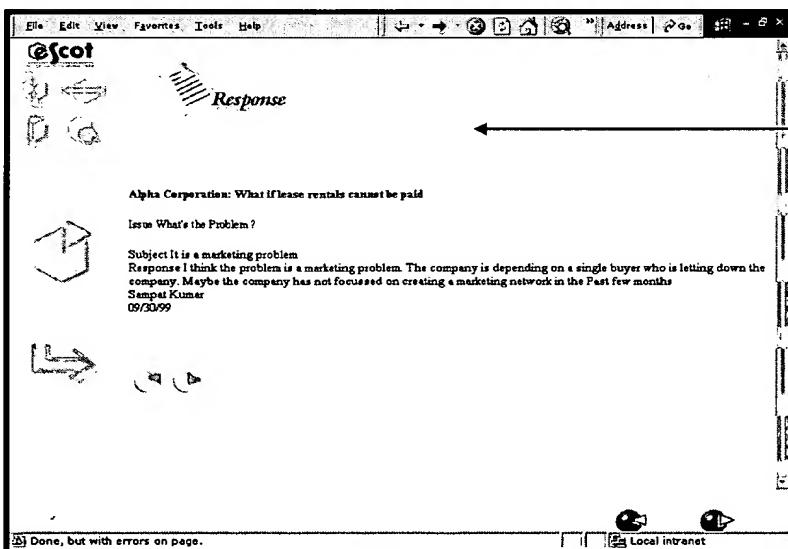
11.d: Thought String

11d.1:



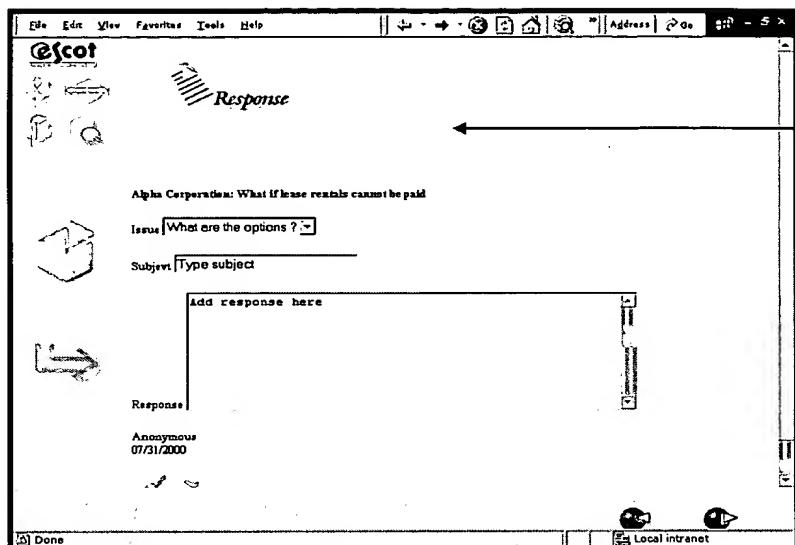
Dimensions of concern derived from the insight architecture

11d.2:



Retrieve tacit knowledge fragments embedded in the document cluster

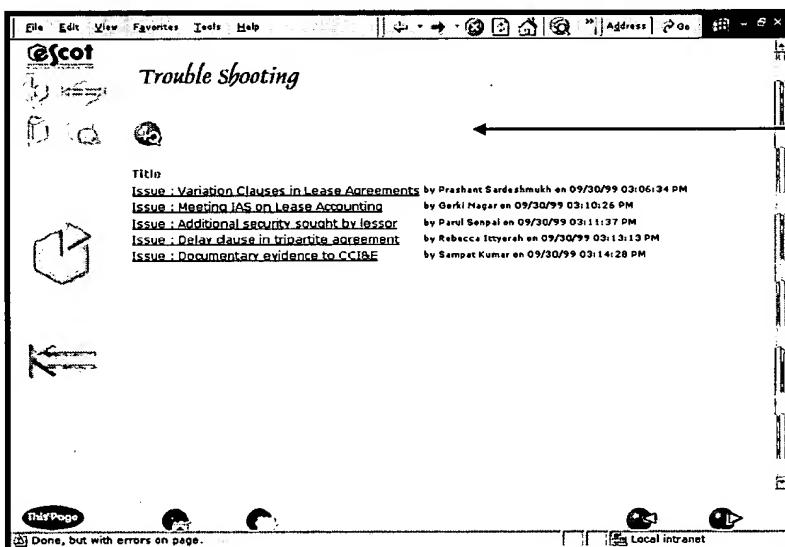
11d.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

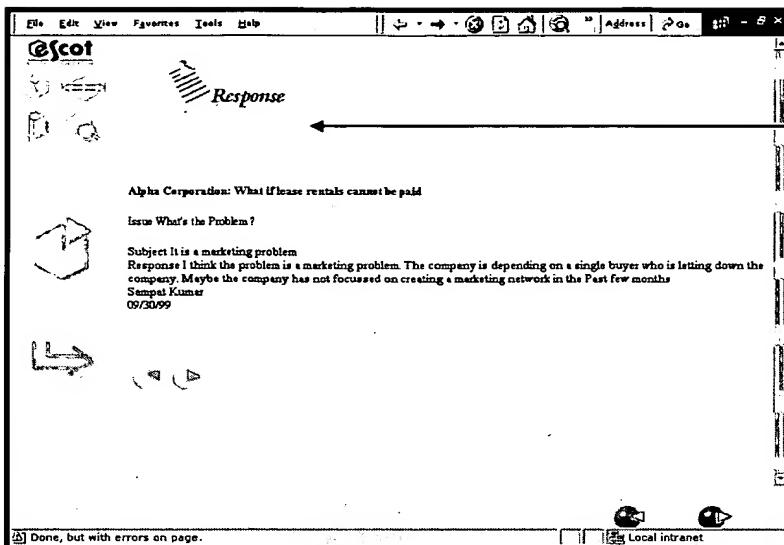
11.e: Trouble Shooting

11.e.1:



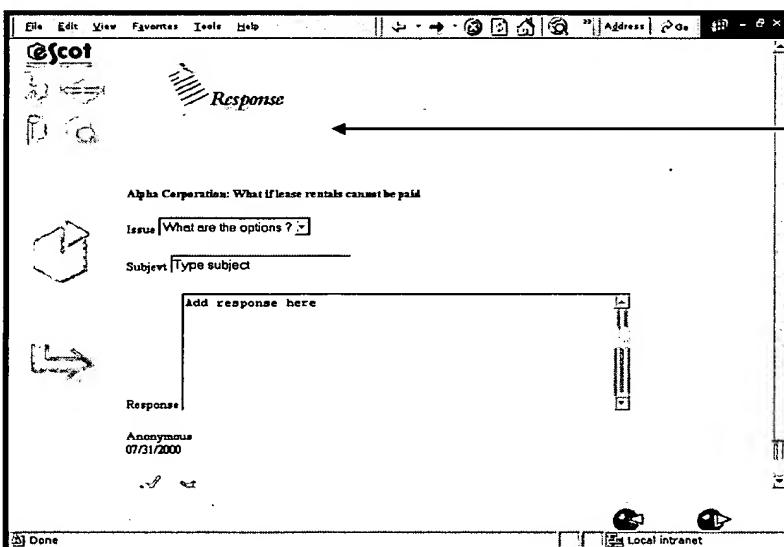
Dimensions of concern derived from the insight architecture

11e.2:



Retrieve tacit knowledge fragments embedded in the document cluster

11e.3:



Add tacit knowledge which gets embedded into the document cluster in the content structure

FIGURE 12: INTELLIGENT CONTENT AGENTS: AGENT CLASS – INQUITREE: TOOL DESCRIPTION “WHAT IF”

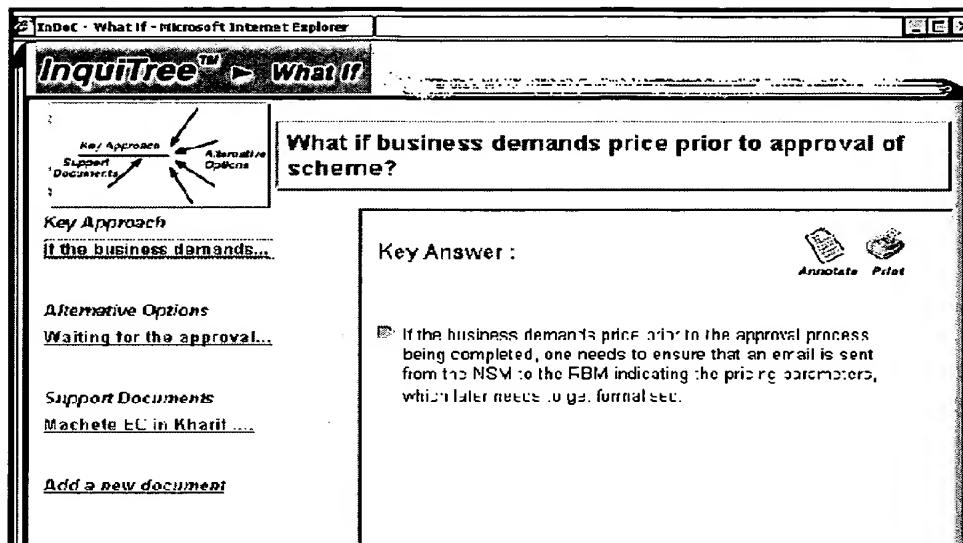


FIGURE 13: RADAR METAPHOR TOOL (EMBODIMENT COMPETITOR RADAR)

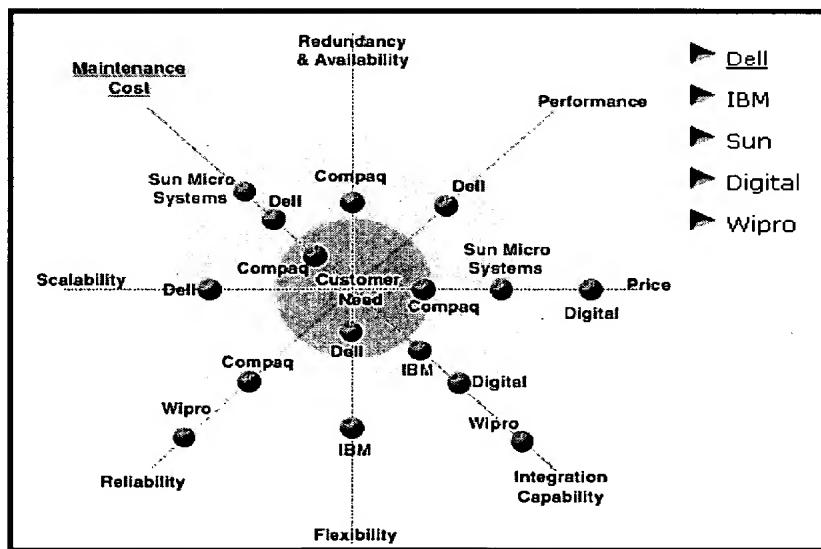


FIGURE 14 A : KNOWHOW DISTRIBUTION IN COMMUNITY OF PRACTICE

Each structure set representing a knowledge transfer protocol

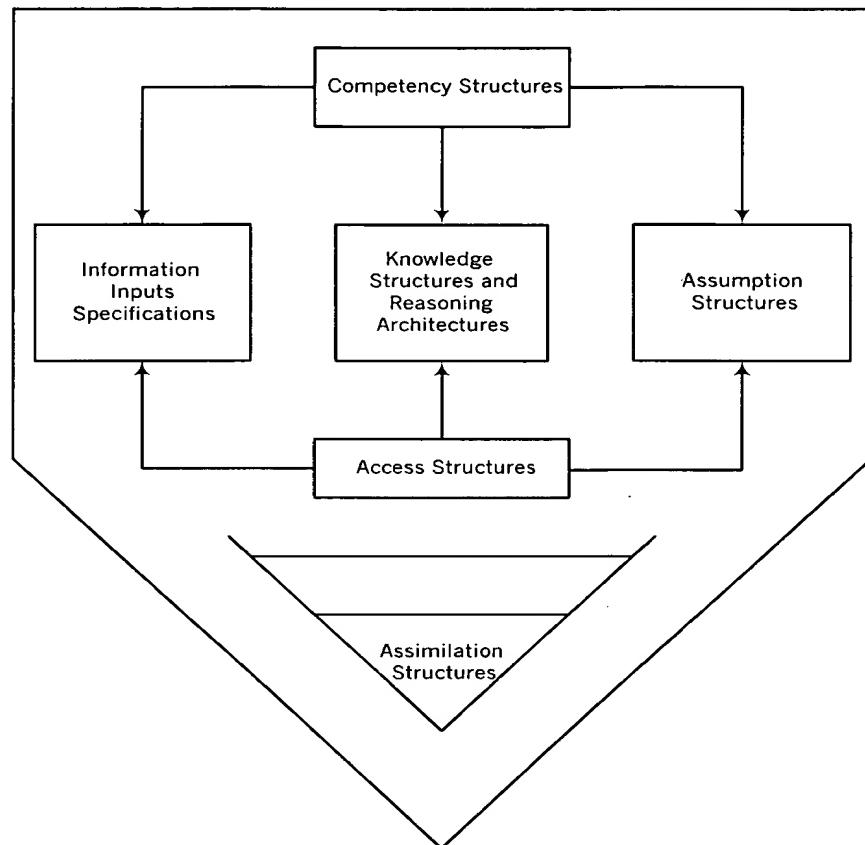


FIGURE 14 B: INTELLIGENT CONTENT HUBS BASED ON THE SHARING LAYERS
DESCRIBED ABOVE

